

E-01345A-11-0224

ORIGINAL



0000130144

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99574

Date: 9/29/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Alberta Townsend

Account Name: Alberta Townsend

Street:

City: Yuma

State: AZ Zip: 85365

Home:

Work:

CBR:

is:

AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP 29 P 4: 05

RECEIVED

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

***** E-01345A-11-0224 *****

Customer is opposed to any rate increase for APS. She feels this is not the right time to be increasing rates due to the poor economy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter her comments in the docket for this case and copies would be made available for all 5 Commissioners. She thanked me for my assistance.

End of Comments

Date Completed: 9/29/2011

Opinion No. 2011 - 99574

Arizona Corporation Commission

DOCKETED

SEP 29 2011

DOCKETED BY

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99573

Date: 9/29/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Sally Last: Christopher

Account Name: Sally Christopher

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85032

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

***** E-01345A-11-0224 *****

Customer is opposed to the requested rate increase for APS. She would not be opposed to a smaller increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter her comments in the docket for this case and copies would be made available for all 5 Commissioners. She thanked me for my assistance.
End of Comments

Date Completed: 9/29/2011

Opinion No. 2011 - 99573

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 99570

Date: 9/29/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Charlotte**

Kroulik

Account Name: Charlotte Kroulik

Home: (000) 000-0000

Street: n/a

Work:

City: Prescott Valley

CBR:

State: AZ Zip: 86314

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

***** E-01345A-11-0224 *****

Customer is opposed to any rate increase for APS. She feels this is not the right time to be increasing rates due to the poor economy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter her comments in the docket for this case and copies would be made available for all 5 Commissioners. She thanked me for my assistance.

End of Comments

Date Completed: 9/29/2011

Opinion No. 2011 - 99570

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry No. 2011 99020

Date: 9/13/2011

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Complaint By: First: Last:
Roy **Van Dorin**

Account Name: Roy Van Dorin

Home:

Street:

Work:

City: Glendale

CBR:

State: AZ Zip: 85308

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: ()

Nature of Complaint:

***** E-01345A-11-0224 *****

Customer sent the following -

From: Roy Van Dorin [mailto:
Sent: Monday, September 12, 2011 10:23 PM
To: Utilities Div - Mailbox
Subject: Smart meters and billing charges from APS

This email is in regards to the article in the newspaper on Friday concerning the smart meters that have been installed. I do not have any problems with the transmitting of the data to a central office. The article did not address any billing charges associated with the new meters. A person would think that a new smart meter would reduce the metering expense for APS. The article says that APS received millions of my tax money to what I guess would be to help purchase the meters and installing them. My bill shows that I'm still paying \$5.39 a month for metering, the same amount for many years! My big complaint is the meter reading charge of \$1.80 per month! No driver and vehicle expense for the smart meters, but APS is still raking in over 1.2 million a month for meter reading!! WHY? The other charge is the \$2.03 for billing. APS advertising is all about Going Green Save Electricity. Many companies promote going green as in reducing paper costs! Online billing, No printing, No Mailing costs. I'm sure many people would like to see a two dollar reduction in their bill and receive it online. Half of that charge is probably pure profit for APS.

I like the smart meter and APS does has a very good website for reviewing all the information.

Thank you,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Roy Van Dorin
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Per customer's request, comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 9/20/2011

Inquiry No. 2011 - 99020
